Revision of First Paragraph of "Management Tools, Document Control",
for Support Bulletin

    The next time you receive a piece of Organization mail, consider
for a moment the number of control processes it went through to reach
you. Then ask yourself if the document control measures in your office
are efficient, and is each one - - the receipting, numbering, logging,
reviewing, abstracting, dating, time stamping, coding, sorting, or
cover sheeting - - really necessary for every piece handled?

MANAGEMENT TOOLS

Document Control

Every year Organization headquarters grinds out over 200 million
pages of paperwork--over 1,600 every minute. It is impossible to
estimate what headquarters receives. Consider the problem of controll-
ing this volume in a compartmented organization having dispersed head-
quarters buildings plus field installations. The conclusion is
obvious; it is a major problem involving a major cost. Indeed, from the
time a document is created until it is cremated it probably runs the
full gamut of document control operations--the receipting, numbering,
logging, reviewing, abstracting, dating, time stamping, coding, sorting,
classifying, cover sheeting and routing.

These control measures, of course, have their place in the
Organization. But when their overuse or complexity *unnecessarily* increases clerical
costs, or delays decisions and actions vital to both headquarters and
the field, a close look into the causes of the trouble is needed. *For example,*
a recent government-wide study pointed up that a problem generally exists
if:

a. An excessive amount of time (from two to four hours depending
on the size and physical layout of the component) elapses
between the receipt of a document in a registry and its
delivery to the action desk

b. All initial control operations (including routing) for one
document take more than five minutes.

c. More than 15% of the total incoming documents receive control

processing in addition to that required for security purposes.

d. A routing slip or control form is placed on virtually every

incoming or outgoing document.

When these danger signes show up it's a safe bet that document

control measures (exclusive of those required for security control)

exceed those really needed to answer these questions about documents

that call for action or decision:

a. Has a particular document been received, and if so, to whom

and when was it sent for action?

b. Has a particular document been released, and if so, what

action was taken and to whom and when was it sent?

These questions can be quickly and simply answered by three

forms available to either headquarters or the field, as appropriate.

These are: Form 779, Locator and Control Record, (headquarters and

field); Form 238, Document Control, (headquarters only); Form 240,

Courier Receipt and Log Record (headquarters only). All three are

multi-part forms designed to provide at one writing enough copies

to meet several needs at different control points. Here's how these

forms work:

779 and 238 are

a. Forms six-part sets printed on NCR (No Carbon Required)

paper. The six parts provide copies for logging and cross-

referencing at the registry level and at subordinate points.

The 3" x 5" slips not only eliminate the need ~~enlargesuwhiate~~

~~thessuved~~ for log books, but also provide a ready communications

medium for notifying a central registry of the disposition of

a document at a subordinate point. The file locator reference

b. Form 240 is a four-part carbon interleaved set. At one
writing, copies of the form are made for addressing,
receipting, and logging of classified materials transmitted
within headquarters through the courier system. The form
meets all security requirements for logging material classified
up through SECRET.

c. Form 240 is also designed for use with the new headquarters
Chain Envelope. This envelope has been approved for trans-
mitting within headquarters material classified up through
SECRET. It may also be used as the outer wrapper for double
wrapped material, except that which is classified TOP SECRET.
In addition to meeting these security requirements, the new
envelopes offer these advantages:

> Save time - You can address an envelope and attach a
> receipt in one operation. Simply insert the receipt
> in the window pocket on the face of the envelope.
> If a courier receipt is not needed, insert a 3" x 5"
> card or slip of paper and write in the address.
> Save money - These envelopes may be used repeatedly.
> Save safe space - safe space will not be needed for used
> envelopes since names and addresses will not appear on
> them.

The Organization, vitally concerned about the effect of document
controls on the timeliness of decisions reaching the field, has included the improvement
of these controls in the objectives of its Records Management Program.
Guidance may be obtained from your Records Officer, and additionally in
headquarters from the Records Management Staff.